



FLORIDA DEPARTMENT OF TRANSPORTATION
EXECUTIVE WORKSHOP MINUTES
Florida Turnpike Enterprise

July 16, 2014

The Workshop began at 1:00 p.m.

1. Opening Remarks

Assistant Secretary Brian Blanchard opened the meeting and welcomed attendees.

Assistant Secretary Blanchard recognized Ms. Sarita Taylor for her outstanding contributions to the Florida Bicycle Association. Ms. Taylor was given the 2013 Bicycle Professional of the Year Award.

District Four was presented an award by the National Steel Bridge Alliance for the Dixie Highway Flyover located in Boca Raton and Deerfield Beach.

2. Review and Approval of Workshop Minutes

The June 2014 Workshop minutes were approved as submitted.

3. Wrong Way Driving Detection Pilot Program
Eric Gordin and Cristina Dos Santos, Turnpike

This presentation highlighted national statistics, background information, including Turnpike crash statistics, a detailed discussion of all four (4) project phases and a summary of potential next steps. Phase 1 (Signing and Pavement Marking) will be completed in August; Phase 2 (Mainline Detection) is currently operational and testing is underway; Phase 3 (Ramp Detection) installation is anticipated for July and August; and Phase 4 (SunGuide software integration) is being coordinated with Central Office ITS. Next actions include final implementation of the first three phases, testing as part of Phase 2, data collection for future evaluation of project effectiveness, research activities with the University of Central Florida, and collaboration with other groups regarding future concepts (Waze/crowd-sourcing applications; Connected Vehicles.)

4. Mobility Safety Incentive
John Easterling and Pete Nissen, Turnpike

The Mobility Safety Incentive (MSI) presentation describes a pilot approach to an incentive mechanism for construction letting contract documents for Design-Build projects. The intent of the MSI is to motivate the Design-Build Team to manage traffic during construction to minimize or mitigate the impacts from construction upon traffic flow through the work zone; including investigating the possibilities for features in the design that assist the Contractor in managing traffic during construction. The presentation went through the Turnpike's pilot project for the Homestead Extension of Florida's Turnpike (HEFT) project from Eureka Drive to Killian Parkway.

The MSI created an amount of incentive funds that will be reduced when traffic speed falls below an average threshold speed; for this project, the incentive pool is \$5M and the threshold speed is 49 mph. There are exemptions for deductions included in the MSI language; primarily, the deduction is waived should the traffic be below the threshold

entering the project construction limits (i.e., the impacts to traffic speed are beyond the contractor's control).

The pilot project has been in active construction since March of this year; the following MSI results for the first 11 weeks were summarized:

- There has been a total of approximately \$492K worth of deductions to date
- Without exemptions, the deductions could have totaled approximately \$1.5M
- Approximately 8% of contract time has elapsed while approximately 10% of the incentive pool has been deducted. It is anticipated that the rate of deductions vs. time will decrease as the improvements being built come on line

Several thoughts for future projects were identified:

- MSI is effective in motivating a Design-Build team to be proactive in managing traffic
- MSI will work best on projects that are not part of a corridor that includes adjacent ongoing projects
- MSI works best when influences on traffic speed outside construction limits are minimized

In the Executive Workshop, a question was asked about the status of the current pilot project and the trend that the funds would be exhausted prior to the end of contract. The Turnpike team will continue to review this trend, but expects that the rate of deductions being made will shrink as the project components to improve traffic begin to be completed.

5. Crisis 360 Application
Maria Connolly and Doug Prager, Turnpike

Crisis 360 is a web-based situational awareness software application that provides the Department with communication and coordination tools to help implement and manage the one-way evacuation plan. One-way plans require large amounts of staff and equipment at numerous locations. The timeline for implementation of a one way plan and restoration to normal operations occurs over a very short period (typically 24 hours). Crisis 360 will allow us to leverage technology to streamline the process by providing us with real time monitoring of interchange status, staff and resources. All updates are logged with time stamps and user ID's. Maps showing the current status can be viewed by multiple users and the status feed displays allows management to respond quickly even when there are multiple data points. This tool also saves time for staff both during and after the event to complete the required documentation.

6. Building Permitting of Turnpike Toll Facilities
Paul Satchfield, Turnpike

This presentation provided an overview of the building permitting process utilized by the Florida Turnpike Enterprise (FTE), per Florida Statute, for the toll equipment buildings (TEB). The statute allows the FTE to utilize a permitting agency sub-consultant (Building

Code Administrative Services) to support FTE with plans review, permit issuance, construction inspection and Certificate of Occupancy issuance for our toll equipment buildings, while meeting the Florida Building Code, but not being subject to the local planning, zoning, and building codes. The presentation covered the process that has been developed by FTE with staff, and also presented how FTE can support the other districts with plans development and construction of the TEB's. The presentation summarized that this improves schedule and cost savings to the District's when utilizing this process through FTE, in lieu of the Districts trying to permit the buildings themselves.

7. Innovations in Providing Excellent Customer Service
Carlos Vargas and Chad Huff, Turnpike

Turnpike Public Information (TPI) presented marketing and public outreach activities that enhance SunPass efforts in providing excellent customer service. The presentation included results of recent SunPass outreach efforts in the panhandle and plans for additional efforts across the state.

In 2013, SunPass management set out to improve the customer experience. TPI organized the improvement plan around these five areas:

- Performance – Re-established performance goals for organization and individuals
- Quality Assurance (QA) - updated QA processes
- Technology improvements - enhanced the website and Interactive Voice Response System (IVR)
- Staffing and productivity – adjusted schedules, introduced dynamic staffing - multitasking
- Driving Excellence – formal continuous improvement plan

These changes were made to support the Turnpike's mission of improving the customer experience – Driving Excellence. The goal is simple, Turnpike must be efficient and deliver a high level of customer service. The other element is to inject efficiencies into the entire SunPass business operation. Turnpike will continue to explore ways to enhance the website and IVR and give customers the features they need to manage their account. Focus will also be given on staffing efficiencies (more multitasking) and technology improvements.

8. The Next Toll Integrator/Equipment Procurement – District Impacts
Bill Wood, Turnpike

This presentation was for the new toll equipment contract (TEC) addressing the procurement key milestone dates from development through award. The procurement goal / intent is to secure two (2) tolling integrators for tolling system software - hardware, installation services, turnkey maintenance and special projects work. Procurement mechanism is intended for all variants of tolling systems: Mixed mode cash / dedicated lanes, ORT, AET and Express. The duration of the procurement is not yet determined, but recommended considering term of seven (7) years with renewals not to exceed

original term. The proposed duration aligns with the expected lifecycle of the tolling equipment (15) years. Discussed timeline of the new TEC contract go live (no later than 2nd quarter 2016) as it relates to the anticipated opening dates for the various express lane projects in the Districts. Discussed the General Tolling Requirements (GTR) to assist the Districts with the design decisions for tolling strategies on projects in their jurisdiction. Advised that GTR is updated semi-annually, GTR and TSPs can be used when FHWA funds are leveraged for a District project procurement. Finally, discussed early coordination between the District design teams, District TMCs and FTE to address key issues early in the project lifecycles.

9. Choosing an Accessible Gantry vs. the Tri-Chord Gantry
Patrick Muench and Russ Snyder, Turnpike

Toll gantry types include accessible and non-accessible. Accessible gantries allow toll maintenance worker access to a platform to perform work on toll equipment without the need for lane closures. Non-accessible gantries are based on the FDOT standards for sign structures and use fixed (non-moveable) toll equipment which requires lane closures for maintenance activities. The design of gantries and the overall tolling site is a multi-discipline approach with specific design criteria unique to each discipline. These design criteria, sample drawings and Technical Special Provisions are provided in the General Tolling Requirements document. The Turnpike is available to assist the Districts with the implementation of tolling projects. **Action:** Engage Turnpike Landscape Architect on toll gantry sites.

10. Revenue Reporting for District Toll Facilities
Michelle Worley, Turnpike

Presentation provided an overview of the revenue distribution process for District toll facilities that includes the types of toll transactions, the methods that customers use to pay toll transactions, processing and reporting of customer payments and the distribution of collected toll revenue by facility. The three main types of toll transactions processed by the Turnpike Enterprise are cash, SunPass and video. In Fiscal Year 2013, 1.3 billion toll transactions occurred in the State of Florida with 83% of those transactions, or 1.1 billion processed by the Turnpike Enterprise. In FY 2013, 79% of transactions on Turnpike Enterprise facilities were SunPass transactions. The overall cost per transaction of 13.6 cents in FY 2013 is a historic low for the Turnpike Enterprise. On a weekly basis, tolls collected are accumulated by a unique plaza ID and transferred to the appropriate bank account.

The meeting adjourned at 4:45.